

Abdelrahman Abo-Bakr Abdelaty Alshreif

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Education

- **Helwan university**
 - Graduate of the faculty of physical Education Bachelor's degree in Physical Education year 2018
 - Grade : Good Certificate verified

Languages

- Arabic •••••
- English •••••

Skills

- Soft skills:-
- Strong communication and interpersonal skills , Excellent listening skills , Strong customer service skills , Ability to handle customer complaints professionally , Problem-solving skills , Ability to work under pressure , Time management and multitasking , Teamwork and collaboration , Attention to detail , Decision making , Operations Management , Staff management , Patience and professionalism , CRM systems knowledge , Fast and accurate data entry , Typing skills , Leadership , Planning , Training , Organization , Creativity , Coaching , Professional appearance and polite communication , Flexibility and adaptability , Strong work discipline and reliability
- Computer skills:-
- MS Office : Word - Excel - Outlook

Experience

- **RECEPTIONIST UAE, Abu Dhabi May 2025 : Now**
 - DUSSMANN GULF COMPANY FACILITY MANAGEMENT LOCATION ARAB MONETARY FUND
 - Answer and direct incoming calls to the appropriate departments.
 - Register visitor details and ensure compliance with security procedures.
 - Handle general inquiries and provide basic information about the company.
 - Receive, sort, and distribute , documents, and packages.
 - Maintain a clean, organized, and professional reception area.
 - Provide administrative support as required.
- **CALL CENTER CUSTOMER SERVICE EGYPT Apr 2022 : Apr 2025**
 - WE COMPANY
 - Answering Customer Inquiries.
 - Assisting with Service Activation.
 - Handling Customer Complaints.
 - Informing Customers About Promotions and Discounts.
 - Account Recovery Assistance.
 - Managing Payment Requests or Outstanding Amounts.
 - Follow-Up Calls with Customers.
 - Assisting with Device Setup.
 - Helping with Line Transfers.
 - Updating Customer Information.
 - Assisting with Service Suspension or Relocation.
- **MANAGER & CASHIER EGYPT Feb 2023 : Mar 2025**
 - SHAWAYA RESTAURANT
 - Team Management.
 - Daily Operations Management.
 - Financial Management.
 - Marketing and Innovation.
 - Closing Accounts.

- **CALL CENTER CUSTOMER SERVICE EGYPT Oct 2020 : Mar 2022**

- **ORANGE COMPANY**

- Answering Customer Inquiries.
- Assisting with Service Activation.
- Handling Customer Complaints.
- Informing Customers About Promotions and Discounts.
- Account Recovery Assistance.
- Managing Payment Requests or Outstanding Amounts.
- Follow-Up Calls with Customers.
- Assisting with Device Setup.
- Helping with Line Transfers.
- Updating Customer Information.
- Assisting with Service Suspension or Relocation.

- **RECEPTIONIST EGYPT DURING MY PERIOD UNIVERSITY 2014 : 2018**

- **AI-SHIFA PRIVATE CLINIC**

- Welcoming patients and registering their information.
- Scheduling appointments and organizing doctors' calendars.
- Answering phone calls and handling inquiries.
- Ensuring completion of medical and insurance files.
- Entering patient data into the electronic system.
- Coordinating follow-up visits and examinations.
- Collecting payments and issuing invoices.